

RIVIERA TELEPHONE COMPANY, INC.
P.O. Box 997, Riviera, Texas 78379 (361) 296-3232
Annual 47 C.F.R. § 64.2009(e) CPNI Certification
EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2017

Date signed: January 30, 2017

Name of Company Covered by this Certification:

499 Filer ID

Riviera Telephone Company, Inc. (RTC)

803310

Name of signatory: Mr. Leslie Colston

Title of signatory: President


I, Leslie Colston, certify that I am an officer of the company ("RTC") named above and acting as an agent of RTC, that I have personal knowledge that RTC has established operating procedures that are adequate to ensure compliance with the CPNI rules of the Federal Communications Commission ("Commission"). *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how RTC's procedures ensure that RTC is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

RTC has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against data brokers either during or for 2017. RTC is not aware of any attempts by pretexters to access the CPNI of RTC customers and thus has not had to take any actions against data brokers. RTC has taken steps to protect CPNI from unauthorized access and has described these steps in the accompanying statement.

RTC has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

I hereby certify that the statements contained within this certification and the accompanying statement are accurate, complete and in accordance with FCC rules.

A handwritten signature in black ink, appearing to read 'Leslie Colston', is written over a horizontal line.

Leslie Colston, President

Attachment

RIVIERA TELEPHONE COMPANY, INC.

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P.O. Box 997, Riviera, Texas 78379 (361) 296-3232

2017 ANNUAL STATEMENT OF FCC CPNI RULE COMPLIANCE

January 30, 2017

This statement serves to explain how Riviera Telephone Company (“RTC”), is complying with Federal Communications Commission (“FCC”) rules related to the privacy of customer information. The type of information for which customer privacy is protected by the FCC’s rules is called “customer proprietary network information” (“CPNI”). The FCC’s rules restricting telecommunication company use of CPNI are contained at Part 64, Subpart U of the FCC’s rules (47 C.F.R. §§ 64.2000-2011).

All subsequent references to rule Sections refer to rules under Part 64, Subpart U unless indicated otherwise.

As of this date, RTC has not used nor plans to use CPNI for marketing. For marketing purposes, RTC uses customer billing name and address and/or telephone number without any disaggregation or refinement based on CPNI.

1. Identification of CPNI

RTC has established procedures and trained employees having access to, or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under the Section 64.2003(g) and Section 222(f)(1) of the Communications Act of 1934 as amended (47 U.S.C. § 222(f)(1)).

2. Identification of Services Affected by CPNI Rules

RTC has established procedures and trained employees to recognize the different types of telecommunications and non-telecommunications services that affect how RTC uses CPNI.

3. Identification of Permissible Uses of CPNI without Customer Authorization

RTC has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI not requiring customer authorization under Section 64.2005.

4. Identification of Permissible Uses of CPNI Requiring Customer Authorization

RTC has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI requiring customer authorization under Section 64.2007.

5. Customer Notification and Authorization Process

RTC does not use CPNI for marketing and thus, at this time, has not provided notice regarding Opt-Out. Prior to any planned use of CPNI for marketing, RTC will initiate the notification and Opt-Out process. RTC does not provide CPNI to other parties and thus has not used the opt-in approval process. RTC has trained employees regarding prohibitions on use of CPNI for marketing. Prior to initiation of any program for use of CPNI for marketing, RTC will train employees with a need and/or responsibility for obtaining customer authorization to use CPNI for marketing purposes, regarding the notice and approval requirements under Section 64.2008.

6. Record of Customer CPNI Approval/Non-Approval

At such time as RTC may initiate use of CPNI for marketing with corresponding launch of a notification and Opt-Out process, RTC will develop and utilize a system for maintaining readily accessible record of whether and how a customer has responded to Opt-Out approval as required by Section 64.2009(a).

7. Procedures Protecting Against Disclosure of CPNI

RTC has implemented procedures for compliance with new Section 64.2010 including, but not limited to the following:

Authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits.

RTC provides customers with on-line access to customer account information for which RTC has initiated procedures to control access in compliance with Section 64.2010(c) comprising authentication through a password established in compliance with Section 64.2010(e).

RTC has implemented password back-up authentication procedures in compliance with Section 64.2010(e).

RTC has implemented procedures to notify customers of account changes.

8. Actions Taken Against Data Brokers and Responses to Customer Complaints

Pursuant to Section 64.2009, RTC makes the following explanation of any actions taken against data brokers and a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI:

<u>Not applicable.</u>	No actions taken against data-brokers.
	No customer complaints received.

9. Disciplinary Process

RTC has in place an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2009(b).

10. Supervisory Review Process for Outbound Marketing

Before undertaking to use CPNI for outbound marketing purposes, RTC will establish a supervisory review process to ensure compliance with Section 64.2009(d) of the FCC's Part 64, Subpart U CPNI rules.

11. Procedures for Notifying Law Enforcement of CPNI Security Breaches

RTC has adopted procedures to comply with Section 64.2011 for notifying law enforcement of CPNI security breaches, together with related recordkeeping and deferred notification to customers.